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Illinois Nursing Home

Ombudsman Program



The Illinois
Department
on Aging

What is an Ombudsman?

"Ombudsman" is a Scandinavian term for a person who acts as a citizen representative.

The Ombudsman protects rights by resolving grievances, supplying information and encouraging facilities to be responsive to the people they serve.

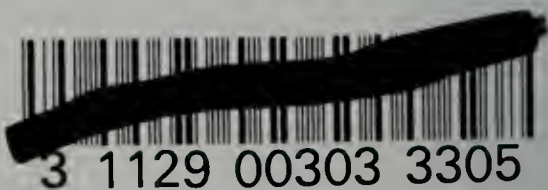
Why an Ombudsman?

Residents in long term care facilities sometimes have little or no contact with the outside world and feel helpless in controlling their own lives. The Ombudsman is a voice for residents to help them solve their problems and assist them in understanding what is happening to them.

What is our service?

We will seek information from the appropriate sources to answer questions and provide information to consumers, about long term care or benefits related to long term care.

We will attempt to investigate and resolve appropriate problems we receive about long term care or related governmental agencies. We will take whatever steps are necessary to resolve these problems.



You can use our Ombudsman service if you are:

..... a resident in a long term care facility and have a question or problem about the care you are receiving, about your rights, about Medicaid or Medicare payment.

.... a relative or friend of a long term care resident and have a question or problem regarding care or benefits.

..... a potential long term care resident or friend or relative of such a person seeking information about long term care.

..... a long term care employee or administrator with a problem whose resolution will improve the quality of life for residents.

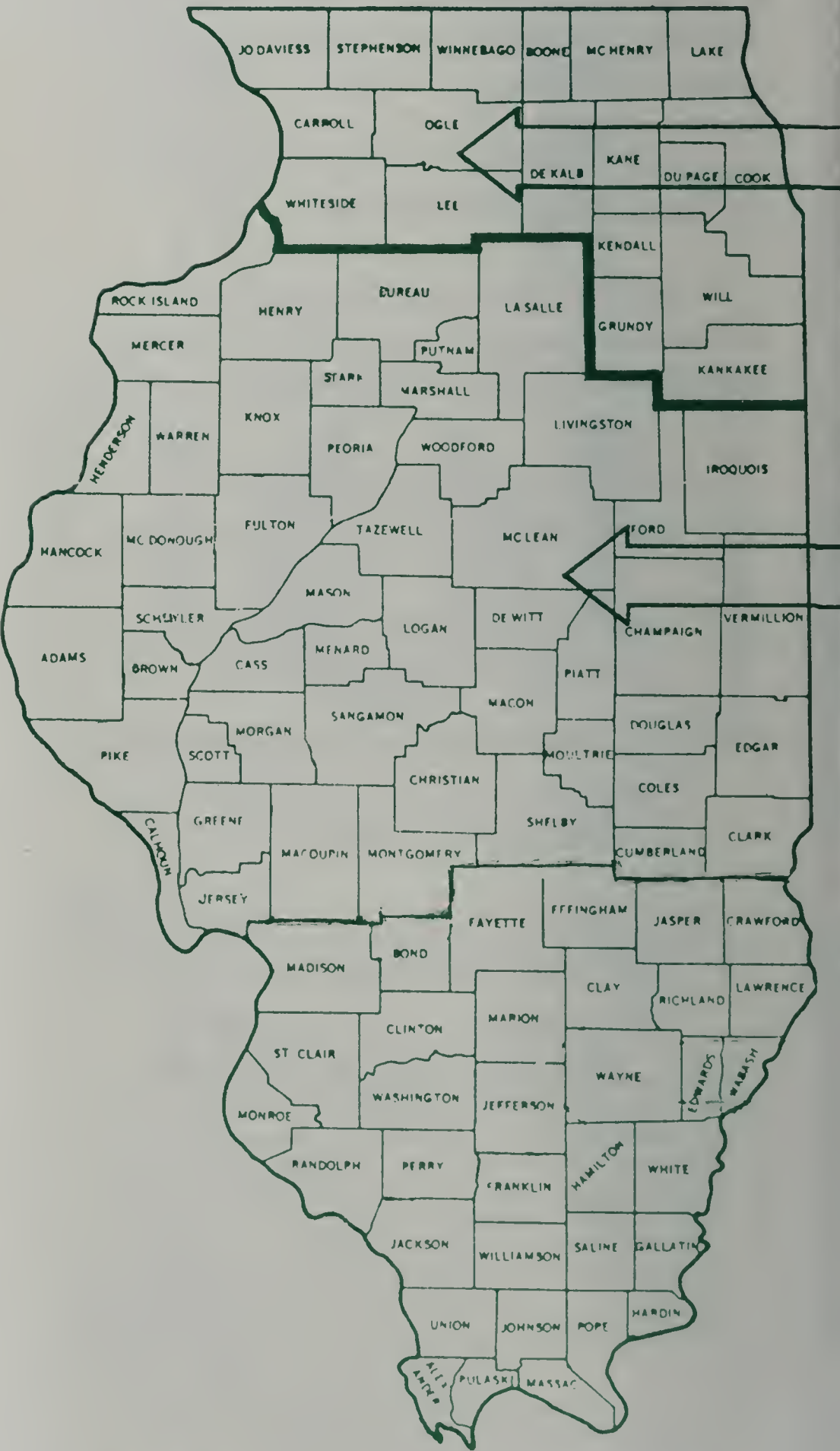
... a member of a community group or an interested citizen concerned with improving long term care for our elderly citizens.

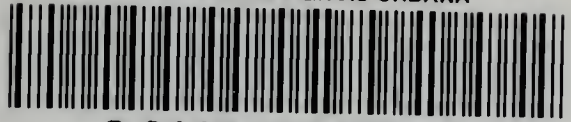


Together we can improve the quality of life for nursing home residents and insure a brighter future for all of us.

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Serving Illinois Nursing Home Residents





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Who will help?

The Ombudsman Staff including

The State Ombudsman

Divisional Ombudsmen serving
geographic state areas

A network of **trained** Nursing Home
visitors

Metro North Division Ombudsman
Call (312)793-2914

Central Division Ombudsman
Call (217)785-1568

Call Your Division Ombudsman

If you have a

.... question complaint. concern

about the quality of life and care of a
Nursing Home resident.

The Illinois Department on Aging has initiated the Nursing Home Visitors Program to improve the quality of life for nursing home residents. Through the Nursing Home Visitors Program, volunteers are trained as nursing home visitors. This program offers elderly residents friendship as well as a means of identifying and resolving problems occurring in nursing homes. Those who volunteer to be Nursing Home Visitors should live near nursing homes and want to improve the quality of care by offering their services.

If you are interested in participating in the Illinois Nursing Home Visitors Program, please contact:

**The Illinois Department on Aging
Ombudsman Program**

421 East Capitol Avenue
Springfield, Illinois 62706

Room 731 - Monadnock Building
53 West Jackson Boulevard
Chicago, Illinois 60604

or

Phone the Department on Aging
TOLL-FREE: 1-800-252-8966

The Department on Aging does not discriminate in admission to, or treatment of, employment in programs or activities in compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act, Section 504 of the Rehabilitation Act, as amended, and the U.S. Constitution.